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| **Title: Flu booking line** |
| **Prepared by: Joanne Bell** | **For: Call handlers** |
| **Information ~~/ Decision~~**  | **Date: 13/08/2021** |

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| **Clinic Dates:****Options for Patients aged 65 and Over on 31.3.2022**Saturday 2.10.2021Saturday 9.10.2021Saturday 23.10.2021**Options for patients Aged 50 – 64 on 31.3.2022 or Under 50 and At Risk**Saturday 2.10.2021Saturday 23.10.2021 |
| **Booking instructions:*** Vision Appointments Saturday Flu Clinic Tab
* Select session date
* Sessions will be labelled for the Category e.g. over 65s Only
* Select next available slot for the clinic based on patient at risk status
* When booking an “under 50 at risk” the diagnosis needs to be verified in the patient records by viewing the Priority 1 coding, except Pregnancy
* In notes add Category for vaccine Over 65/ 50 – 65/ U50 at risk + condition
* Confirm time for the appointment to nearest 5min/10minute e.g. 09:34 advise patient to arrive 09:35
* Ask patient to attend the surgery via the main entrance and with a mask
* End call
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| **Special Notes:*** If patient is unhappy with Saturday dates, please advise that owing to limited staff during weekdays, we are running the Saturday sessions only for now.
* If patient has a Practice Nurse appointment booked, e.g. for INR, they will be able to have their flu vaccine at that appointment if after 25.9.2021 so don’t need separate flu appt.
* If patient feels they are “at risk” but no diagnosis is shown in P1 list, please make a note of their details and add to queries list for end of session. Advise patient they will be contacted.
* If Under 18 and at risk, requesting nasal flu vaccine, please redirect to practice as delivery dates/ supply currently unknown.
* If patient is housebound please redirect to practice for inclusion on housebound list or to complete practice form on website indicating they are housebound.
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| **Background:*** 1,600 flu vaccines ordered and being delivered
* 3 types of vaccines aQIV, QIVc, Nasal
* Because we have different vaccines, for different groups of patients, we are running separate lists for the vaccines to avoid errors and in line with stock quantity. Once list is full, there are no more of that type of vaccine available on that date.
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